



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1745-MC-FFS

DATE: November 22, 2016

TO: Iowa Medicaid Home- and Community-Based (HCBS) Providers, MCO Care Coordinators and Targeted Case Management

APPLIES TO: Managed Care (MCO) and Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Iowa Medicaid Critical Incident Reporting (CIR) Revision and Training for HCBS and Habilitation Providers

EFFECTIVE: January 1, 2017

A revised version of the Iowa Medicaid CIR form, 470-4698, for reporting critical incidents for members receiving HCBS Medicaid Waiver and the Habilitation services has been developed. The form has been simplified to provide a direct and sequential means to record critical incidents; and to respond to provider requests for standardization of forms. This form will be used universally for the FFS program and for each MCO beginning on January 1, 2017. The revised form will be introduced during the webinar scheduled on December 13, 2016.

The form will replace all previous versions used to report HCBS and Habilitation critical incidents. Until that time, continue to use the current CIR, [Form 470-4698 \(Rev. 3/16\)](#)¹.

The revised CIR, form 470-4698 (Rev. 1/17), must be used to report any critical incidents that occurred **on or after** January 1, 2017. Please note that due to the holiday schedule, the revised CIR, Form 470-4698 (Rev. 1/17) will not be available on the Iowa Medicaid Portal Access (IMPA) system for the FFS program until January 3, 2017. Any member incidents that occur on January 1 or January 2 can be entered at that time.

HCBS Quality Assurance (QA) will provide a two-part webinar. The first segment will provide a comprehensive CIR training. It will include Iowa Administrative Code incident management reporting requirements, including major incident definitions, for HCBS and Habilitation critical incidents.

The final segment will walk through the fields of the revised CIR. It will also provide the information needed to accurately complete the CIR; and successfully enter it into IMPA.

¹ <https://dhs.iowa.gov/sites/default/files/470-4698.pdf>

WEBINAR TRAININGS

- **IME HCBS QUALITY ASSURANCE (QA) WEBINAR**

December 13, 2016

1:00 p.m.

Register online at the following:

<https://attendee.gotowebinar.com/register/8423870231873838083>

Following the training, the webinar in its entirety, will be posted to the DHS web page [Training Sessions for Medicaid Providers²](#).

- **MCO WEBINARS**

Following the HCBS QA webinar training, noted above, each MCO will post a webinar to their respective website. Each MCO webinar will provide step by step instructions for successful CIR submission into their systems.

Amerigroup Iowa, Inc.

<https://providers.amerigroup.com/IA/Pages/ia.aspx>

AmeriHealth Caritas Iowa, Inc.

www.amerihealthcaritasia.com

UnitedHealthcare Plan of the River Valley, Inc.

www.uhccommunityplan.com/health-professionals/ia/provider-training.html

PROVIDER INPUT

After you have the opportunity to listen to all of the webinars, both FFS and MCO will welcome all questions and comments. The processes to submit questions and comments will be announced during the HCBS QA webinar on Tuesday, December 13, 2016.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at imeproviderservices@dhs.state.ia.us.

² <http://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>